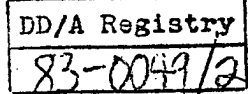


General
Services
AdministrationOffice of
Federal Supply
and Services

Washington, DC 20406



MAY 24 1983

DD/A REGISTRY
FILE: 30-13-4

Mr. Harry E. Fitzwater
Deputy Director of Administration
Central Intelligence Agency
Washington, DC 20505

Dear Mr. Fitzwater:

This letter is to further advise you of a continuing problem existing in the Government's recovery of refunds for unused official travel airline tickets. GSA has been working closely with the airline industry and the Federal agencies in an effort to improve the situation and effect timely recoupment of the substantial amounts of money due the Government. Although many improvements have been made, there is still much that can be done by individual travelers and agencies' administrative personnel to bring refund collections to a satisfactory level.

To expedite the collection of exchanged or downgraded ticket refunds (traveler exchange of original ticket for one of lesser value), changes to 41 CFR 101-41, "Transportation Documentation and Audit," were published by GSA on October 26, 1982 (47 FR 47385). The existing procedures in 41 CFR 101-41 applicable to obtaining refunds for unused Government tickets (an unused ticket coupon to be processed) were left unchanged. In addition to the foregoing, GSA is working on regulatory changes that are designed to clearly place responsibility on (1) the traveler to account for tickets, used or unused, throughout the travel process and on (2) the agency to establish procedures to assure that all transportation tickets are accounted for and refunds received for those that are unused.

GSA has issued an amendment to the Federal Travel Regulations (FTR) (GSA Bulletin FPMR A-40, Supplement 5) to reiterate and emphasize that travelers are required to attach to the travel voucher all unused tickets, coupons, exchange orders, refund applications or other notice of fare adjustments and that agencies are required to prescribe procedures for travelers to follow when submitting such documentation. The FTR amendment will also state that failure to follow prescribed procedures may subject the traveler to liability for any resulting losses.

We expect to further amend the FTR in the immediate future, to require a traveler's liability statement either on the travel authorization or in the form of a notice attached to the transportation tickets (or to the GTR if the traveler is expected to exchange the GTR for tickets). The traveler will also be required to certify on the travel voucher that all tickets for both used

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and unused transportation have been accounted for and whether unused tickets, etc., are attached to the voucher. This is intended to alert the travel voucher examiner to look for unused tickets, etc., and initiate procedures to obtain refunds from the airlines.

In anticipation of the forthcoming changes to the FTR, and to immediately improve our ticket refund procedures during the meantime, changes are being made to GSA's internal travel regulations to further emphasize the traveler's potential liability for unused transportation within GSA. This regulation will require a statement on GSA travel authorizations to the effect that if trips are canceled or trip itineraries changed after tickets are issued to the traveler, the traveler will be held liable for transportation costs until the unused tickets/coupons, etc., are accounted for. All agencies are urged to initiate similar procedures to ensure that unused transportation tickets are turned in by the traveler.

We believe these regulatory changes will clearly delineate the areas of responsibility for both travelers and agencies in the handling of unused transportation refunds. We request your cooperation in implementing administrative procedures within your agency to follow the regulations and remove any existing barriers to effective collection of refunds.

Sincerely,



L. L. MITCHELL
Assistant Administrator